

CONFIDENTIALITY POLICY

It is the policy of _____ that employees will maintain confidentiality regarding consumers who receive services. Confidentiality is defined as the non-disclosure of private, personal information. State and Federal statutes regarding confidentiality protect information about individuals receiving services from the Department of Mental Health.

Staff members and volunteer staff will receive training on the issues of confidentiality prior to conducting responsibilities with the clients. Staff and volunteers will not share personal information about consumers or their issues to outside persons without authorization. The confidential nature of a consumer's health and personal history will be protected. Consumer issues will not be shared in public settings.

Information disclosed is to be used for medical or planning purposes to the following:

- To attorney of the consumer who is the ward of the juvenile court or an individual who had been alleged incompetent;
- To an authorized agency to protect and advocate for the rights of a consumer;
- As authorized by the consumer, parent or guardian of the consumer;
- To agencies responsible for providing health care services to the consumer;
- To qualified personnel for the purpose of conducting audits;
- To law enforcement officers but only to the extent necessary to carry out the responsibilities of their office;
- When a court order is received; or
- To investigation officials to rule out possible abuse, neglect, or rights violations.

This confidentiality policy will be reviewed with staff upon hire and on an annual basis thereafter. This review, signed and dated by the employee, will be placed in their personnel file.